

**Cllr Duncan Crow**

Cabinet Member for Community Support,  
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Councillor Kevin Boram  
Chairman, Fire and Rescue Scrutiny  
Committee

11 November 2021

Dear Councillor Kevin Boram

**Recommendations from Fire & Rescue Service Scrutiny Committee 1  
October 2021**

Thank you for your letter setting out the recommendations of the Fire and Rescue Scrutiny Committee meeting held on 1 October 2021. As requested, I am responding as Cabinet Member for Community Support, Fire and Rescue. For ease of reference, I have commented in turn to each of the recommendations.

- **KPI 41**

Resolved – that the Committee is provided with further data relating to Key Performance Indicator 41 (killed and seriously injured casualties per billion vehicle miles) with a breakdown of the types of accidents.

This is not a measure that the Fire and Rescue Service (FRS) proposed. I understand that this measure has been created by the team in Highways and is monitored by the Communities, Highways and Environment Scrutiny Committee.

- For the service to provide previous quarters information for comparison as part of the core measures.

It is worth noting that most of the Core Measures already have a visual showing previous quarters, those that don't are where the data recording methods (i.e., excel) don't allow it. The FRS is able to add an indicator in the current quarter's performance to indicate the comparison with that of the previous quarter should this be required. The FRS could alternatively ensure that the previous quarters' performance is represented on each measure.

- For numbers as well as percentages for Core Measure 21.

CM21 is Critical Special Service attendance – do the committee feel that the numbers of passes and fails will add to the narrative being told? The performance team feel that percentages are a more appropriate measure of success and it should be noted that the FRS do measure the number of

Critical Special Service calls, but this sits within an FRS Service Measure that is not shared with the committee. That said, anything exceptional would be included in the scrutiny narrative for the Core Measures presented to Committee Members.

- The service to check the data contained in the table for Core Measure 19 for accuracy.

The 2019/20 totals line was missing at the point of submission review and this issue has now been addressed and remedied.

- Democratic Services to work with the Fire and Rescue Service to provide an updated report on the Joint Fire Control Centre at its meeting in March 2022 following the Task & Finish Group in January 2021.

This will be drafted and will be submitted in line with the governance cycle for the March meeting.

- To monitor response times and consider whether a task and finish group may be required if this core measure 16 remains Red.

This measure has seen performance teams in West Sussex FRS and Surrey FRS work together to deep dive into the information to evaluate the output feeding the measure. This identified anomalies in the reporting matrix to be addressed improving reporting accuracy. This will be monitored to evaluate any future need of a Task and Finish Group.

- **Priority Programme Update**

Resolved – That the Committee asks the Fire and Rescue Service to ensure that timescales for the Operational Assurance Project are included in future reports

The Fire and Rescue Service will confirm timescales and plans for the January meeting.

I hope that you find these responses helpful,

Yours sincerely



Cllr Duncan Crow  
Cabinet Member for Community Support, Fire and Rescue